



# Illinois FCC Complaint Log 2009-2010

## Complaint Tracking for B. (06/01/2009-05/31/2010). Total Customer Contacts: 44

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/01/09	A TTY customer stated that agent had informed them that the call was "not clear and line is breaking up with outboard voice agent". The customer was angry, and said: "It make me mad, she lies and can't hear what the man is talking about." Apologized the customer for the inconvenience. No follow up is necessary.	06/01/09	The agent followed proper procedure by keeping the customer informed of what they were experiencing on the line.
2	06/07/09	A customer tried to place a conference call on a weekend morning. She was informed by the agent they could not, or would not be able to process the call. The customer then spoke to a supervisor who said they don't process those types of calls but they would check with the oncoming supervisor for confirmation. This confused the customer, as she has placed conference calls through relay before. Apologized to customer for the inconvenience, and informed her that we do process conference calls at anytime. The customer was told that this matter would be forwarded to the proper call center so that this will not occur when she places future conference calls. No callback was requested.	07/02/09	Discussed the situation with the operator and supervisor. They both understand procedures for conference calls, but there was a computer problem the operator was trying to alert the supervisor to that was making it difficult to place the call. The operator was coached to give the supervisor as much information as possible about problems that occur and to keep the customer informed. The supervisor was a back up supervisor covering for a short time. She was coached to observe every detail of the call, including what the operator typed to the customer prior to the supervisor arriving at the workstation so an accurate evaluation of the situation can be made.
3	06/11/09	A customer could not complete a call to a health care facility, and was experiencing a busy signal when calling the health care facility through Illinois Relay. Apologized for the problem and opened a trouble ticket. Follow up was required for problem resolution.	06/11/09	Technician made test calls with the customer and she was able to receive and make calls. The customer was appreciative.
4	06/16/09	A Voice customer asked the agent to dial a number from his frequently dialed list. The agent entered the option for English rather than waiting for the dialed number to go to TTY tones. The customer said the agent argued with him about the processing of the call. Apologized for the inconvenience and let him know his concerns would be passed on to the appropriate person for follow up. The customer would like a follow up phone call (by voice) during normal business hours.	06/17/09	Followed up with the agent, and she recalled this specific call. The agent stated that she placed the call and got a recording with English as an option. This confused the agent, so she asked the customer if they were trying to reach a deaf or hard of hearing person. The agent stated that the customer became extremely upset. Then the agent proceeded by redialing and reached a TTY answering machine which was relayed, however the customer had disconnected the call. The agent stated that she did not argue with the customer. The customer was contacted and notified that the agent had been addressed on this issue. Possible resolutions pertaining to this type of call were discussed. It was determined that adding instructions to the customer note would be the best resolution. The customer stated that they will call into relay and add this note for future reference.
5	06/21/09	A customer was told by an agent, as well as three supervisors, that she could not get conference calls. The customer said it never used to be a problem. Follow up is requested.	06/21/09	The customer was spoken to and explained that relay cannot process calls that are from TV shows. The customer said the call is a live speaker. More information was needed from the center manager. The center manager verified that this call was not a TV broadcast. All of the staff at this center is now aware that they will process conference calls as usual. The customer was informed, and thankful.
6	06/22/09	A customer stated that they are not being billed correctly through the Illinois Relay service. The customer has an unlimited calling plan with ATT for Long Distance, with a specific code, but this code is not available to choose with our system. Apologized for the problem and assured that a trouble ticket would be sent in.	09/01/09	Three voice messages have been left for the customer, but the customer has not returned any calls.

7	07/02/09	A TTY customer reports that she was disconnected on her call. Apologized for the inconvenience and told the customer that her supervisor would be notified. No follow up was requested.	07/02/09	The Team Leader met with the agent and the agent pointed out that she was not here at the time of the call. The Team Leader verified this with the agent via her time sheet.
8	07/10/09	A customer reports that the agent hung up on her for no reason, and that the agent would not dial the number they wanted to dial. A follow up was requested.	07/13/09	The supervisor spoke with both agents involved in the situation, but neither could remember the call. One agent remembered a call where there was a lot of garbling when the customer tried to type the number to call, but the agent wasn't sure if this is the same situation. Even though the agents did not remember this call, they were both coached on the importance of not disconnecting calls. The agents were also advised about the consequences of doing so. The supervisor tried to contact the customer for follow up, and the phone was answered by a voice caller who said they did not know anyone by the customer's name and it was a wrong number.
9	07/07/09	A customer says that the relay system and Sprint is terrible. The customer says that they their mother is a VCO user, and they do not want her to go through any more problems with the turbocode. They have been having problems disabling the turbocode, even when the agent disables it. During the most recent experience, the VCO line cut out when the agent disabled turbocode, and the VCO line would not open. Apologized for the situation and assured a follow up call would be given to the customer.	07/09/09	Called the customer 3 times and there was no answer.
10	07/07/09	A customer says the agent hung up for no reason, and the agent would not dial the number the customer wanted. The customer requested a follow up.	07/07/09	The customer was called, and the person who answered said there was no one there by the name requested.
11	07/09/09	A customer stated that people are unable to call her through the relay service. This problem is ongoing, and she has turned in several complaints on it before. Apologized for the problem and assured that the trouble ticket would be sent in again as stated. Follow up was requested.	08/28/09	Technicians made many test calls to this customer and figured out that when her TTY answers, the ASCII picks up. The customer was informed that she needs to change the options on the TTY so it would not answer in ASCII for incoming calls. She thanked us and will have someone do this for her.
12	07/12/09	A customer said that the agent "keeps hanging up on me" on multiple calls. Apologized to customer for connection problems and said a supervisor would speak to the agent. Follow up was requested.	07/20/09	The agent said that they had experienced quite a few calls that day that cycled from the TTY line to the Voice line because the system wasn't detecting tones. She went through the proper disconnect procedures each time this happened. The agent was coached on contacting a supervisor if she's experiencing a large number of calls with this experience. She was also reminded of the consequences of disconnecting calls. Contact to the customer for follow up was attempted three separate times, but each time reached a busy signal. Another attempt to contact the customer was made later, but there was no answer or answering machine.

13	07/13/09	The captions stopped in the middle of a call	07/13/09	A customer shared feedback regarding no captions on a call after the agent number and specific call data were provided. A Customer Service Representative apologized for the incident and thanked the customer for the feedback. Further investigation found a trouble ticket on the call showing that the agent had no audio on their end for the first part of the call. Once the audio returned captions were present.
14	07/17/09	Technical General	07/17/09	The CapTel Service recording that prompts the caller to enter the number they want to dial was temporarily out of order thus the caller did not know when to enter the number they were calling. A Customer Service Representative advised the customer to enter the number they wished to call after a 5 second pause. Technical support then reset the equipment resolving the issue completely.
15	07/19/09	A customer said that they were hung up on by the agent after about 10 minutes. Apologized and dialed out for the customer to complete her call. Customer does not want a follow up.	07/20/09	There is no agent by that ID number working at this particular center. Therefore we are unable to do follow up with agent, therefore closing the ticket.
16	07/23/09	An Illinois VCD customer was unable to make some long distance calls using 711. A recording said "Your access to this is not authorized." Apologized, and verified that the system carrier information was correct. A trouble ticket was entered, and it was suggested that the customer also contact the local exchange carrier for trouble shooting. The customer requested an email follow up.	07/23/09	Technicians made several test calls to the customer and all went through fine. The customer was sent an email letting her know that her phone was working fine and to send an email if she had other questions.
17	07/30/09	Disconnect/Reconnect during calls	07/30/09	The customer was sent information explaining the difference between a CapTel and a traditional phone. The information that was sent explained why disconnect/reconnect might be occurring and an email was sent that included tips on how to reduce this occurrence.
18	07/30/09	A customer said they cannot complete call through Relay and continue to get a busy signal. Apologized for the problem and opened a trouble ticket. Follow up with the customer is required for problem resolution.	07/30/09	Technician made test calls with the customer and was able to make and receive calls. Customer was truly appreciative for this resolution.
19	08/04/09	Disconnect/Reconnect during calls	08/21/09	The customer was sent information explaining the difference between a CapTel and a traditional phone. The information that was sent explained why disconnect/reconnect might be occurring and an email was sent that included tips on how to reduce this occurrence. The customer noted that all was working fine, and they did not need any more follow up.
20	08/21/09	A TTY customer was unable to call a certain number via relay. Apologized and issued a trouble ticket. Follow up was not requested.	08/21/09	Customer did not request follow up.
21	09/01/09	A customer said that they could not connect to a number for a doctor's office after attempting for two hours, and continuously reaching a busy signal. They provided agent ID numbers of the calls so a trouble ticket could be entered. Apologized for the inconvenience and told her a trouble ticket would be entered. No follow up was requested.	09/01/09	Customer did not request follow up.

22	10/16/09	Apologies for dropping in the middle of the call.	10/16/09	A customer reported that captions stopped midway through a call. Investigation determined technical difficulties at the agent's workstation resulted in the lost connection. Subsequent call attempts by the customer went through successfully.
23	10/15/09	A voice customer stated that over the last couple of days, while placing a call using ATT as their carrier of choice, they were having difficulties with the call going through ATT. Each time they experienced this the customer had to spend 10 to 15 minutes on this issue with the agents and a supervisor was eventually requested in order to push the call thru. The customer wishes to be able to provide the number to call, and proceed with using ATT as their long distance carrier of choice without the hassle. Apologized to the customer and assured that this issue will be forwarded to sprint technicians for a resolution. The customer wished for a follow up by the state account manager.	10/15/09	A technician fixed the problem, and a voice mail was left with the customer informing her that the problem was fixed and to call with any other questions.
24	10/26/09	Answer Time	10/26/09	A customer reported difficulty making a captioned call. Investigation found that a minor technical interruption combined with high call volume caused a longer waiting time for connection to an agent. A Customer Service Representative explained this situation to the customer and advised that they wait a little longer for the agent to connect. The customer confirmed that the call wait time went back to normal. Service levels were met throughout this period.
25	12/11/09	A VCO customer's daughter reports having ongoing garbling problems with Illinois Relay for years. The customer advised that the problem is not with her equipment, but with the Relay service and wishes that the problem be resolved once and for all. (Problem reported by customer's daughter. The daughter and customer were advised that a trouble ticket would be entered. The customer requests a follow up as soon as possible.	12/14/09	It was found that the customer needs to document the date, agent's ID and time of the call for the technicians to research it. The customer was asked to do this going forward.
26	12/15/09	A customer said that the agent didn't wait for the TTY answering machine greeting to finish sending before leaving the voice person's message. This caused the voice message to be garbled. Apologized and told the customer this information would be sent to the appropriate person for follow up with the agent. Customer did not request a follow up.	12/17/09	The agent was coached on proper procedure for this aspect of call processing.
27	12/31/09	A customer said that they requested no recording in their notes, however the agent typed out the recording. Apologized and told the customer this information would be forwarded to the appropriate person.	01/04/10	The agent said that they typed the recording to let the customer know the office was closed. The agent was coached on following customer instructions.
28	01/11/10	An Illinois VCO Customer has been unable to place relay calls. Apologized for the problem and opened a trouble ticket. Follow up was required to assure problem resolution.	01/11/10	A technician fixed the problem and calls are now working.
29	02/01/10	A customer stated that the agent did not process their call announcement modification according to the customer's note and instructions. Apologized for the inconvenience this may have caused. No follow up was necessary.	02/01/10	The agent was coached in the importance of following the customer notes and instructions provided. Agent apologized.
30	02/09/10	Dial Tone - Not heard	02/09/10	A customer reported that there was no dial tone on their CapTel phone. A Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's experience.

31	03/02/10	Accuracy of captions	03/20/10	A customer entered feedback regarding the accuracy of captions and provided specific call notes. A Customer Service Representative apologized for the incident and thanked the customer for the feedback. The call details were shared with Call Center Management for follow up with the agent by the supervisor.
32	03/10/10	Dial Tone - Not heard	03/10/10	A customer reported no dial tone. A Customer Service Representative advised the customer to perform a physical reset of the CapTel phone which resolved the customer's experience.
33	03/15/10	An Illinois Voice customer says the agent would not turn up the volume when it was requested, and mumbled instead of speaking clearly. The customer also says the agent would interrupt her with, "One moment, he's typing." The customer says they do not believe that to be true. Apologized for inconvenience. Follow-up was requested.	03/15/10	The agent was coached on using a polite helpful tone at all times. The agent confirmed that they know how to adjust the volume so that the customer can hear her. The customer was given a call back to let her know that a supervisor had followed up with the agent.
34	03/15/10	A customer said that the operator failed to relay a phone number that was requested via Directory Assistance. The customer was trying to get their daughter's phone number in St. Louis, MO, and says that they know the Directory Assistance Operator gave the number, but the relay operator did not type it. Apologized to the customer and assured her this will be forwarded to the appropriate person for resolution. The customer was satisfied and declined the offer for a follow up call.	03/15/10	The agent said they remember the call well. The agent said that the customer had called Directory Assistance looking for a number, but there was no listing. The agent typed this to the customer, but the customer did not believe this information and was transferred to a supervisor. The supervisor also looked for this listing and did not find it. The agent was coached on calling a supervisor for assistance and guidance, when necessary.
35	04/02/10	An Illinois Speech to Speech customer is unable to complete a long distance call to Michigan through the relay service. Apologized for the inconvenience. The customer's database profile was checked, and no reason for restriction was found. A trouble ticket was issued, and follow up was requested.	04/02/10	The customer was called and informed that his long distance carrier is listed and he can bill all of his long distance calls to AT&T.
36	04/10/10	An inbound TTY Caller stated that the agent did not their customer notes about using Verizon as the long distance carrier, as that is who they are registered with. The agent put the call through Sprint. The Sprint long distance recording came on so the customer hung up. Apologized to Customer. Assured them that the complaint would be passed on to supervisor. The customer requested follow up to a voice contact that was listed.	04/10/10	The agent was coached on focusing for every call he processes and making sure he follows all customer notes or instructions. A follow up call was made to the contact person. They said they didn't know the TTY user had given them as a follow up contact but said they would be sure to let the TTY user know the follow up was completed the next time they talk.
37	04/21/10	A Speech to Speech customer says that the agent would not turn the volume up. The customer believes that the agent is "messing with my head because she talks low when supervisors are not around." The customer says that this agent is the only one they cannot hear. The customer requested a written letter of the complaint and the resolution mailed to him as soon as possible. Following this complaint to the supervisor, the customer had this same agent process his call with a supervisor present.	04/21/10	The Team Leader spoke with the customer at the time of the call, and observed that the agent had turned the volume up as high as possible. The Team Leader says the agent was very loud when she was asking him to hold for the supervisor. The Team Leader had the agent move the microphone closer to her mouth. She complied, but the customer still complained. The agent followed instructions and procedures. After the customer said he could not hear the agent, he allowed her to make another call, and she did so. The agent did her best to follow his requests. The Team Leader sent a letter in the mail explaining that the customer should alert a supervisor about any volume issues so a trouble ticket can be made to investigate the problem.

38	04/18/10	Answering Machine message recording	04/28/10	A customer's helper reported that they received no captions on an answering machine call. A Customer Service Representative apologized for this incident and explained to the customer that the agent had lost audio on her end and could not hear the answering machine messages.
39	04/25/10	Dial Tone - Not heard	04/28/10	A customer's caregiver reported that following a power outage the customer's phone had no dial tone. A Customer Service Representative advised the caregiver to perform a physical reset of the phone. The customer confirmed this resolved their experience.
40	05/04/10	A customer said that the agent did not specify gender when leaving a message. Apologized for the inconvenience. The customer requested a follow up.	05/05/10	The agent was coached on being sure to specify gender at the end of any answering machine or recording if they have typed a message. A follow up call completed.
41	05/11/10	Dial Tone - Not heard	05/11/10	A customer referenced a lack of dial tone on their CapTel 200. A Customer Service Representative advised an electronic reset of the phone. This resolved the problem.
42	05/12/10	Dial Tone - Not heard	05/12/10	A customer reported no dial tone on their CapTel phone. A Customer Service Representative advised a physical reset of the phone. It was confirmed that this solved the problem.
43	05/20/10	Technical - General	05/20/10	A customer reported that the captions stopped in the middle of a call. A Customer Service Representative found that the Communication Assistant's supervisor had disconnected this call due to audio difficulties. The customer is satisfied with this information.
44	05/25/10	A customer says that the agent would not respond when asked a question. Apologized for inconvenience and let the customer know that the information would be forwarded to the appropriate person. Customer would like both a follow up letter and a call.	05/25/10	The agent stated that she had experienced technical difficulty in setting this call and requested assistance of a supervisor at the time. The agent explained that there were times when the agent could not hear the VCO customer. The assisting supervisor confirmed the agent's explanation. A follow up phone call with the customer was conducted, and the customer was thankful for the follow up and stated that a follow up letter is not needed.



**Illinois Telecommunications Access Corporation**

3001 Montvale Drive • Suite D • Springfield, Illinois 62704  
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FAX: 217-698-0942 • [www.itactfy.org](http://www.itactfy.org)

June 27, 2011

Marlene H. Dortch,  
Office of the Secretary  
Federal Communications Commission  
Washington, DC 20554

Via Electronic Mail

**RE: CG Docket 03-0123**

Dear Secretary:

As directed in the above-mentioned Docket, please find the following enclosed document:

- The State of Illinois' Sprint TRS and CapTel Annual Complaint Logs, which include the number of complaints received for the period June 1, 2010 through May 31, 2011, that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.

The staff liaison of the Illinois Commerce Commission, the regulatory agency of the State of Illinois for the ITAC TRS Program, reported no standard TRS or CapTel complaints elevated to that agency during this reporting period.



June 27, 2011  
Page 2 of 2  
Marlene H. Dortch,  
Office of the Secretary  
Federal Communications Commission

Via Electronic Mail (Email)

**RE: CG Docket 03-0123**

cc: Emma Danielson, Illinois Account Manager, Sprint Relay (via Email)  
Mary Watters, Illinois Commerce Commission, ITAC/ITAP Liaison (via Email)  
Mark Stone, Deputy Bureau Chief, Federal Communications Commission (via Email)

Enclosures: Annual Illinois TRS Complaint Log, which includes CapTel Complaints for same reporting period (June 1, 2010 through May 31, 2011).

## Your submission has been accepted

<b>ECFS Filing Receipt - Confirmation number: 2011627236540</b>		
<b>Proceeding</b>		
<b>Name</b>	<b>Subject</b>	
03-123	Telecommunication Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities.	
<b>Contact Info</b>		
Name of Filer: Patty Kress		
Email Address: pabren@aol.com		
<b>Address</b>		
Address Line 1: Illinois Telecommunications Access Corp		
Address Line 2: 3001 Montvale Drive, Ste. D		
City: Springfield		
State: ILLINOIS		
Zip: 62704		
<b>Details</b>		
Type of Filing: OTHER		
File Number: 03-123		
<b>Document(s)</b>		
<b>File Name</b>	<b>Custom Description</b>	<b>Size</b>
finalcctrscomplaintlog20102011.pdf	Annual TRS CapTel Complaint Log for Illinois for complaints received between June 1, 2010 and May 31, 2011	875 KB
<b>Disclaimer</b>		
<p>This confirmation verifies that ECFS has received and accepted your filing. However, your filing will be rejected by ECFS if it contains macros, passwords, redlining, read-only formatting, a virus, or automated links to other documents.</p> <p>Filings are generally processed and made available for online viewing within one business day of receipt. You may use the link below to check on the status of your filing:</p> <p><a href="http://fialfoss.fcc.gov/ecfs/submitentvconfirm?confirmation=2011627236540">http://fialfoss.fcc.gov/ecfs/submitentvconfirm?confirmation=2011627236540</a></p>		

## Your submission has been accepted

ECFS Filing Receipt - Confirmation number: 2012627903591

## Proceeding

Name	Subject
03-123	Telecommunication Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities.

## Contact Info

Name of Filer: Patricia Kress  
Email Address: pabren@aol.com

## Address

Address Line 1: Illinois Telecommunications Access  
Corporation  
Address Line 2: 3001 Montvale Drive, Ste D  
City: Springfield  
State: ILLINOIS  
Zip: 62704

## Details

Type of Filing: COMMENT  
File Number: 03-123

## Document(s)

File Name	Custom Description	Size
ILCCOD2011-	Illinois Annual TRS / CC Complaint	628
2012FINALpk.pdf	Log - Sprint Vendor	KB

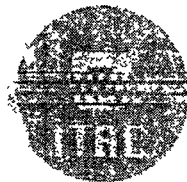
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June 27, 2012

Office of the Secretary  
Federal Communications Commission  
Washington, DC 20554

Via Electronic Mail

RE: CG Docket 03-123

Dear Secretary:

As directed in the above-mentioned Docket, please find the following enclosed document:

- The State of Illinois' Sprint TRS and CapTel Annual Complaint Logs, which include the number of complaints received for the period June 1, 2011 through May 31, 2012, that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.

The staff liaison of the Illinois Commerce Commission, the regulatory agency of the State of Illinois for the ITAC TRS Program, reported no standard TRS or CapTel complaints elevated to that agency during this reporting period.

June 27, 2012

Page 2 of 2

Office of the Secretary

Federal Communications Commission

Via Electronic Mail (Email)

RE: CG Docket 03-123

cc: Emma Danielson, Illinois Account Manager, Sprint Relay (via Email)  
Mary Watters, Illinois Commerce Commission, ITAC/ITAP Liaison (via Email)

Enclosures: Annual Illinois TRS Complaint Log, which includes CapTel Complaints for same reporting period (June 1, 2011 through May 31, 2012).



**Illinois Telecommunications Access Corporation**

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*0067 122003*

*282 418 0300*

June 26, 2008

Ms. Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Rm. TW-B204  
Washington, DC 20554

Via DHL Overnight Delivery

RE: CG Docket 03-0123

Dear Ms. Dortch:

As directed in the above-mentioned Docket, enclosed please find four copies of the following:

- The State of Illinois' Sprint TRS and CapTel Annual Complaint Logs, which includes the number of complaints received for the period June 1, 2007 through May 31, 2008, that allege a violation of the federal TRS mandatory minimum standards, the date of the complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.

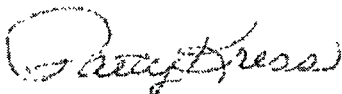
A CD (formatted in IBM compatible format) of the Annual Complaint Log is also enclosed.

In addition, staff of the Illinois Commerce Commission, regulatory agency of the State of Illinois for the ITAC TRS Program, reported two complaints that were elevated to that Agency during the same reporting period. They are identified as complaint numbers 21 and 73 on the enclosed log.

Page 2 of 2  
June 26, 2008

Please contact me if you require any additional information.

Sincerely,



Patty Kress,  
Assistant Director

cc: Emma Danielson, Illinois Account Manager, Sprint Relay (without disk)  
Christy Pound, Illinois Commerce Commission, ITAC/ITAP Liaison (via electronic e-mail w/out disk)  
Arlene Alexander, Federal Communications Commission (via electronic e-mail w/out disk)

Enclosures: Attachment #1: Four Copies of Annual Illinois TRS Complaint Log which includes CapTel Complaints for same reporting period.  
1 -- CD of Annual TRS Complaint Log for Illinois



**Illinois Telecommunications Access Corporation**

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June 27, 2011

Marlene H. Dortch,  
Office of the Secretary  
Federal Communications Commission  
Washington, DC 20554

Via Electronic Mail

RE: CG Docket 03-0123

Dear Secretary:

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The staff liaison of the Illinois Commerce Commission, the regulatory agency of the State of Illinois for the ITAC TRS Program, reported no standard TRS or CapTel complaints elevated to that agency during this reporting period.

Please contact me if you require any additional information.

Sincerely,

Patty Kress,  
Assistant Director



June 27, 2011  
Page 2 of 2  
Marlene H. Dortch,  
Office of the Secretary  
Federal Communications Commission

Via Electronic Mail (Email)

**RE: CG Docket 03-0123**

**cc:** Emma Danielson, Illinois Account Manager, Sprint Relay (via Email)  
Mary Watters, Illinois Commerce Commission, ITAC/ITAP Liaison (via Email)  
Mark Stone, Deputy Bureau Chief, Federal Communications Commission (via Email)

**Enclosures:** Annual Illinois TRS Complaint Log, which includes CapTel Complaints for same reporting period (June 1, 2010 through May 31, 2011).

## Your submission has been accepted

<b>ECFS Filing Receipt - Confirmation number: 2011627236540</b>		
<b>Proceeding</b>		
<b>Name</b>	<b>Subject</b>	
03-123	Telecommunication Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities.	
<b>Contact Info</b>		
Name of Filer: Patty Kress		
Email Address: pabren@aol.com		
<b>Address</b>		
Address Line 1: Illinois Telecommunications Access Corp		
Address Line 2: 3001 Montvale Drive, Ste. D		
City: Springfield		
State: ILLINOIS		
Zip: 62704		
<b>Details</b>		
Type of Filing: OTHER		
File Number: 03-123		
<b>Document(s)</b>		
<b>File Name</b>	<b>Custom Description</b>	<b>Size</b>
finalfctrcomplaintlog20102011.pdf	Annual TRS CapTel Complaint Log for Illinois for complaints received between June 1, 2010 and May 31, 2011	875 KB
<b>Disclaimer</b>		
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# **Illinois FCC 2010 - 2011 Complaint Log**

## Complaint Tracking for IL (06/01/2010-05/31/2011). Total Customer Contacts: 42

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/06/10	A customer is complaining that their child is hear and getting 41 calls to their number from internet relay internet e as codes 319, 815 person that is receiving these calls is upset because child's mother changed numbers and still getting I.P. Calls. Customer wants follow-up regarding this.	06/11/10	Customer contacted relay and explained calls had started up again, customer provided son's number. Research identified that no calls had been placed through any Sprint Relay product to the son's number. Inquired if the son has caller ID info? Customer said yes, but when they called the two numbers that appeared on the caller ID relay services answered. I explained that these are most likely internet relay services and that it is likely that the person placing the harassing was calling through these services. I suggested that the customer call the numbers again and request to speak to a supervisor. Also provided a list of relay customer service numbers.
2	06/09/10	A Communication Assistant did not follow the customer's instructions to dial and hung up. Customer requests follow up. Apologized and explained the concern will be forwarded to the call center where the agent is located.	06/10/10	Instructions were not followed. Six attempts were made to contact the customer and no customer contact was achieved.
3	06/18/10	A Communication Assistant hung up on caller around 9:00 pm CT. The customer prefers follow-up by mail.	06/18/10	The Communication Assistant was not currently assigned to work that day. A follow up letter was sent today.
4	06/18/10	A turbo code keeps popping on causing garbling. This situation was fixed before but they are still having problems. The Customer Service Representative thanked the caller for their feedback and will submit a trouble ticket to the technical department. A trouble ticket was submitted.	06/21/10	This was a technical issue and it was resolved.
5	06/18/10	The Communication Assistant hung up on the customer during a call. After the Communication Assistant asked for the phone number, the TTY customer typed the number, did not dial it and hung up.	06/18/10	The Communication Assistant wasn't scheduled on the day the complaint was received. The supervisor was unable to follow up.
6	06/25/10	A TTY customer states they gave the Communication Assistant the phone number to dial, but the Communication Assistant did not respond. The customer stated they disconnected with the Communication Assistant then called back in and had the second Communication Assistant transfer them to customer service. This happened this evening around 9 pm. While talking to the Customer Service Representative the caller was experiencing major garbling. The Customer Service Representative had to keep asking the customer to repeat what the issue was. The customer also wanted to know where the Communication Assistant was located at, which was not divulged to the customer. The Customer Service Representative apologized to the customer. The customer would like to have follow up from the supervisor during morning hours.	06/25/10	The Communication Assistant was coached on proper disconnect procedures and the importance of notifying a supervisor in the event of technical problems. The Communication Assistant understands. The supervisor call the customer on 6/29/10 at 916am. The customer picked up, but couldn't hear. It sounded like they were using VCO, but never indicated that. Another call was on 6/29/10 at 920am and there was still no TTY response. There was another call on 7/2/10 @ 933am, there was still no answer.
7	06/28/10	A customer asked the Communication Assistant to please dial a number and they hung up on them. The customer said this happened around 7:10p on 6/26. The Customer Service Representative apologized to the customer and let them know we would forward the information to the appropriate person. The customer would like a follow up phone call.	06/28/10	The supervisor did not have that particular Communication Assistant assigned at this time. The supervisor attempted to follow up with the customer at 842pm on 28 of June. The customer stated that she will call me back and then disconnected. Two days has passed without a return call from her. This issue has been closed.
8	06/30/10	A customer called in and gave the Communication Assistant the phone number to dial and a message to be left. The Communication Assistant did not say the message was garbled and ignored the customer. The customer hung up right after. The Customer Service Representative thanked the customer for the feedback and said that the information would be forwarded to the appropriate person.	06/30/10	The Communication Assistant remembered the call and said that when the call dropped, there was a short delay and then everything scrolled across his screen really fast. By the time he was able to read the inbound message, the inbound disconnected. The Customer Service Representative coached the Communication Assistant on filling out trouble tickets and keeping the customer informed by letting them know he's reading their instructions. A follow up call was made on 7/8/10 to the customer.

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9	07/01/10	A customer called in stating that during her call the Communication Assistant hung up on them in the middle of the call. The Communication Assistant placed at approximately 6:10 and 6:11 PM. The Customer Service Representative apologized to the customer and the customer was asked to be forwarded to their supervisor for a follow up. A customer would like a telephone call follow up.	07/01/10	A team leader met with the Communication Assistant. The Communication Assistant was coached on the importance of following disconnect procedures. The Communication Assistant was also coached on treating each call in a professional manner and alert a supervisor if possible problem on any call. The Communication Assistant understands. The caller requested follow up. Three attempts were made, no contact with the customer was achieved.
10	07/06/10	There is an issue with the accuracy of the captions on the customer's Capital phone.	07/06/10	A customer shared feedback regarding general accuracy of captions. The Customer Service Representative suggested the customer document the date, time and Communication Assistant's ID number of any future calls to allow us to take specific action with the Communication Assistant captioning the call.
11	07/15/10	The customer's captions stop in middle of the call	07/15/10	The customer called and stated on a previous call the captions stopped after the initial greeting from the caller and never started again. The Customer Service Representative apologized for the incidence and told the customer that they would investigate the call. The investigation shows a very brief call and notation that audio was lost for an unknown reason. The call detail was shared with the Call Center management for follow up with the Communication Assistant by the Communication Assistant's supervisor. The Communication Assistant's supervisor advised the Communication Assistant of protocol to follow when audio is lost. The Customer Service Representative called the customer back, apologized and shared the investigation findings with the customer.
12	08/26/10	A voice customer called three different phone numbers that are not Relay related, but are being routed to our relay center. The customer stated that this happened about a month ago, it was fixed but it is now happening again. The customer does use the relay service to call a deaf friend but has not called the deaf friend for a while. The customer is frustrated that they can not make very important calls to their doctors' offices. The Customer Service Representative apologized to the customer, and offered to call the doctor's office and have the doctor's office call the customer. The customer declined the offer and would like the Relay Program Manager to contact them as soon as possible.	08/26/10	A technician worked with customer on this and figured out that she needs to put "1" in front of the number she is calling. The customer was satisfied.
13	09/13/10	A customer said that the Communication Assistant did not give them the number from directory assistance. The number was showed typed to the inbound many times on the Communication Assistant's screen. The Customer Service Representative apologized for the inconvenience and informed the customer that it may be a technical issue. They gave the number to the customer again.	09/13/10	The customer was satisfied with the explanation and apology offered by the supervisor.
14	10/20/10	The Communication Assistant did not use the use of the alphabet enough for clarification when there was trouble communicating. The customer does not feel like the Communication Assistant knows the proper ABC's procedure, where the Communication Assistant uses the alphabet to spell out a word if there is miscommunication.	10/20/10	A supervisor met with the Communication Assistant. The supervisor called the customer and the customer asked that he call back on 10/22/2010. The supervisor met with Communication Assistant and coached them to immediately use the alphabet if do not understand a word. A supervisor called back per the customer request but no answer on 10/22 at 1500, 1630, and 1700.
15	10/29/10	A customer was unable to make captioned calls	10/29/10	A customer reported the need to wait for an Communication Assistant when attempting to make a captioned call. The Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center that caused calls not to ring through to waiting captionist. An equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
16	11/19/10	A customer wanted to know why the Communication Assistant disconnected their call? The supervisor apologized to the customer and said we would check into it. The customer did not request follow-up	11/30/10	While the Communication Assistant does not recall circumstances of this nature, the Communication Assistant was reminded to report any technical difficulty that may result in disconnects. The Communication Assistant was reminded of the consequences of a disconnecting a call.

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17	12/15/10	There were general problems with this service.	12/15/10	A caller reported hearing "Please wait for the next available operator". The customer service representative advised the customer that on December 12th, CapTel's staffing for the Madison call center was affected by a severe snowstorm. Due to blizzard conditions the city's bus service was shut down for the entire day and travel within the city was severely limited. While answer times were delayed due to reduced staffing throughout the morning and early afternoon, CapTel continued to process calls throughout the day. However, answer times were affected. The customer service representative confirmed with the customer that they are now able to make and receive captioned calls successfully without delay.
18	12/16/10	A customer reported that "The Communication Assistant" was asked to hold while customer went to get the phone number. The Communication Assistant typed a disconnected phrase and was rude and not patient."	12/16/10	The supervisor discussed this issue with the Communication Assistant and the Communication Assistant demonstrated familiarity of proper disconnection procedure. The Communication Assistant followed the correct procedure.
19	12/20/10	There were general service issues with this call.	12/21/10	A customer reported being unable to connect with captions. The Customer Service Representative apologized to the customer for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
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25	02/21/10	There were general service issues with this call.	02/21/10	A customer reported being "not in to connect with captions. The Customer Service Representative apologized to the customer for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.
26	01/10/11	The customer said they were talking to Beat Ery and the Communication Assistant cut the line off. The customer is very upset and says the Communication Assistant had no right, they were not finished with the call. The Communication Assistant apologized for the inconvenience and thanked the customer for the feedback. This information will be passed on to their immediate supervisor. No follow up is desired.	01/14/11	An anomaly occurred, the call screen changed color and both inbound and outbound callers were simultaneously disconnected. However, the conversation remained fixed on the workstation screen. The Communication Assistant immediately reported the incident to a supervisor. The computer was reset, the position was monitored for issues, none occurred, and it was determined this was a single technical irregularity.
27	01/17/11	There was a disconnect and reconnect during the call.	01/18/11	The customer called complaining of isolated captioned calls with multiple disconnect/reconnect incidents on the one call. The Customer Service Representative investigated and found the call had 61 disconnect/reconnect occurrences which indicates instability to maintain the data connection to carry the captions and audio. The Customer Service Representative apologized for the customer's experience and explained the option of pressing the Caption button OFF then ON again to re-establish a new connection to the Call Center via line 2 while maintaining a connection to the other party on line 1. The customer confirmed that since that incident all was well with her captioned calling.
28	01/21/11	The customer complained that the Communication Assistant was not paying attention. The supervisor was able to see on the screen that the message was garbled and the Communication Assistant did inform the caller of the garbled message. The Communication Assistant apologized for the inconvenience and resolved the garbling issue to continue with the call.	01/25/11	This was a technical error and the problem was resolved.
29	02/01/11	There was an issue with the accuracy of the captions.	02/01/11	The customer reported inaccurate captions during her calls. The Customer Service Representative apologized for the incidence and thanked the customer for bringing their experience to our attention. The Customer Service Representative suggested that the customer document the date, time and the Communication Assistant identification number of any future calls to allow us to take specific action with the Communication Assistant captioning the call.
30	02/02/11	There were general problems with the service.	02/02/11	A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11, CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner.

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38	02/04/11	The Communication Assistant typed the wrong thing. The customer asked the Communication Assistant to repeat because of her mistyping. The Communication Assistant told the customer "Communication Assistant doesn't have the information", after the customer asked again they were told the same thing again. The customer asked for supervisor and said a Communication Assistant came on but they were sure it was a supervisor. The customer would like a follow-up contact via e-mail.	02/04/11	The Communication Assistant was coached on when it is acceptable to repeat what was previously typed to the customer. The Communication Assistant stated she now has a better understanding of when she can and cannot repeat previously relayed information. The supervisor who assisted with the call had also coached the Communication Assistant and provided assistance to the customer to make sure their information was relayed correctly. A follow up email was sent to the customer.
39	02/14/11	The Communication Assistant kept saying message garbled, message garbled, message garbled, over and over. The Communication Assistant didn't wait for the GA's or anything, just said message garbled. Then when the customer said, "OK fine bye okay" the agent said, "OK then okay". The Customer Service Representative thanked the customer for the feedback and apologized for the inconvenience. Follow up was requested.	02/17/11	In following up with the Communication Assistant the supervisor discussed the incident and provided the appropriate coaching to the Communication Assistant. The supervisor is confident that the Communication Assistant will communicate in a professional manner in the future. A follow up phone call was made to the customer on 2/17/11 and a message was left.
40	03/08/11	The Communication Assistant was rude and hung up on the customer and lost all messages from their voice mail. The Customer Service Representative apologized to the caller and wants a follow up left on their voice mail.	03/08/11	A supervisor met with the Communication Assistant. The Communication Assistant does not remember getting a voice mail retrieval this week. However, the Communication Assistant knows how to access the help menu and to request a supervisor for assistance. The Communication Assistant was coached on proper procedures. A supervisor left a message at 3:20 pm EDT on 18 March 2011 per customer's follow-up request. The supervisor apologized and explained that the Communication Assistant was met with and went over procedures.